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Chapter 12 – Procurement Card

12.1 Program Summary

The State of Delaware, through Division of Accounting (DOA), has contracted with JPMorgan Chase (JPMC) Bank to provide State Organizations with a VISA card program for procurement and/or travel purchases. This program is called the Procurement Card (PCard) Program; one card operating with purchasing (including travel) or travel only options. JPMC's online card administration software (PaymentNet 4) allows the management of the PCard program at the State level via the following link: <http://www.paymentnet.jpmorgan.com>.

The State of Delaware is liable for the use of the PCard. Only State employees are eligible for participation in the PCard program. State employees are defined as individuals who receive a paycheck through the PHRST system.

State employees, with appropriate approvals from their Organization, can obtain a card without a personal credit history check. However, in accordance with OFAC (Office of Foreign Assets Control), personal information (e.g., date of birth, country of citizenship, home address) will be required. Employees must enroll online via the Account Request Manager (ARM) application. Employees are only authorized to carry one card, allowing for better control. The cardholder will access PaymentNet 4 to review card information.

12.1.1 Advantages of the PCard Program

1. For General Purposes, the Card provides:
 - a. Card management via the vendor's third-party card maintenance application, PaymentNet 4, in real time.
 - Employees and coordinators can view updated employee card information.
 - Coordinators have access to numerous reports in PaymentNet 4.
 - b. Simplification of the reconciliation process.
 - c. Faster payment to merchants.
 - d. A Single Transaction Limit (STL) for purchases. The STL is available when requested and authorized by the Organization.

- e. Zero liability for lost and stolen cards (with timely bank notification).
- f. The Visa Liability Waiver Program. This program protects against eligible losses that might be incurred through card misuse. In order to be eligible for this program, the employee must be terminated and written notification must be provided to the employee stating that the account has been cancelled and the employee must immediately discontinue all use of the card, pay any outstanding amounts, and return the card to the Organization. Charges may be:
 - Billed up to 75 days before the Notification of Termination Date.
 - Incurred but unbilled as of the Notification of Termination Date.
 - Incurred up to 14 days after the Notification of Termination Date. In order for these charges to be eligible, the account must be cancelled within two business days following the Notification of Termination Date.

Note: Notification of Termination Date refers to the date the cardholder gives to his/her employer or receives from his/her employer oral or written notice of immediate or pending termination, or the date the cardholder leaves his/her employer, whichever is earlier.

2. For travel, the card provides:

- a. Primary coverage auto rental insurance – Call the VISA Benefit Administrator at 1-800-VISA-911 for assistance with this coverage or to file a claim. If outside the United States, call collect at 0-410-581-9994.
- b. Travel and Emergency Assistance Services – These services are accessed by calling the VISA Benefit Administrator at 1-800-VISA-911 any hour of the day or night. If outside the United States, call collect at 0-410-581-9994. These services provide assistance and referral only. The cardholder is responsible for the cost of any actual medical, legal, transportation, or other services or goods provided.
- c. Travel Accident Insurance – The **cardholder** is automatically insured against accidental loss of life, limb, sight, speech, or hearing while riding as a passenger in, entering, or exiting any licensed common carrier.

For more information click the link to review the Statewide Contract for Nationwide Vehicle Rental Services GSS13694-VEH_RENTAL:

http://bidcondocs.delaware.gov/GSS/GSS_13694_AN1rev.pdf

- d. Baggage insurance – The traveler is automatically insured when travel reservations are booked on the traveler’s card. Coverage ONLY applies to the cardholder.

12.2 Internal Controls

Organizations’ written PCard Internal Control Policies and Procedures must address the following topics:

- Tracking cardholders
- Monitoring of program usage
- Reconciliation of accounts

A PCard Internal Control Template ([PO012](#)) is available to Organizations for guidance in establishing PCard Internal Controls.

12.2.1 Tracking Cardholders

As part of the PCard Internal Control Policies and Procedures, Organizations must indicate their procedures for:

- Implementing and enrolling new cardholders
- Handling changes to cardholders
- Assigning types of cards [purchase (includes travel) or travel only]
- Deleting cardholders
- Implementing cardholder security requirements

Additionally, procedures must be stated describing any actions to be taken for misuse of the card.

12.2.2 Monitoring of Program Usage

Organizations must indicate how program participants and usage are monitored. In addition to monitoring the usage of specific accounts, Organizations should describe the management of card usage throughout their various reporting groups.

Although there may be various control practices in use, the following cardholder internal control options must be considered:

- Holding all cards centrally and distributing the card to the appropriate individual(s) with each approval to purchase a good or service and/or travel.
- Having authorized staff carry cards independently with suitable controls (e.g., lower spending and transaction limits and verification of possession of the card, to be performed no less than quarterly).
- Monitoring the spending limit of each card. The spending limit should be based on the spending history of the card. DOA will provide the spending limit and available credit to the Organization on an annual basis. The Organization must determine if the spending limit needs to be modified.

12.2.3 Reconciliation of Accounts

Organizations must indicate procedures for account reconciliation, including the frequency of reconciling transactions (recommended weekly, but not less than monthly).

12.3 PCard Administration

With PaymentNet 4, DOA, under the guidance of the Organization, can control the funds available on a card, the amount that can be spent in a single transaction, and the types of merchants where individual employees can purchase goods and/or services. These controls enable the Organization to greatly reduce liability, while providing employees the spending power they require.

Because transaction information is posted to the State's financial management and accounting system daily, transactions can be quickly reconciled by the Organizations, as the receipts and invoices are presented, rather than waiting until the end of the billing cycle.

12.3.1 General Usage

1. General – Regardless of the reason or type of purchase, all PCard receipts must be kept for reconciliation purposes.
2. Travel – See **Chapter 11 – Travel Policy**
 - a. The PCard should be used for all common carriers (airlines, rail, or bus), car rental, lodging tax, and any authorized miscellaneous expenses.

- b. The PCard should be used for meals (food, beverage, tax, and tips) in accordance with **29 Del. C. §5112**. The PCard may be used to pay for meals for several employees while traveling, if the employees are within the same Organization. Organizations must require an itemized receipt identifying each meal with each employee to ensure the State standards are followed.
- c. The PCard may be used for gasoline purchases, if the traveler is in a location where the Fleet Services fuel access card cannot be used. This applies to State fleet vehicles. If an employee is approved to use their personal vehicle for travel, the PCard cannot be used to purchase fuel. The employee must submit a Personal Expense Reimbursement form ([AP003](#)) for the mileage, based on Organization policy.

See **Chapter 11 – Travel Policy, Section 11.3.2 Privately-Owned Vehicles** for additional information regarding the use of personal vehicles.

- 3. Purchases – The PCard enhances payment options, reduces administrative costs, and assists the State in negotiating better prices for goods and services. All PCard transactions must comply with accounting procedures and State laws governing purchases.

The PCard has an option for a Single Transaction Limit (STL) for purchases. The STL is available when requested by the Organization.

- a. Purchases of \$5,000 or less
 - The PCard can be used as Direct Payment for all fund types.
- b. Purchases over \$5,000
 - All current procurement and accounting procedures remain in effect for purchases over \$5,000. Funds must be encumbered, and purchase orders are required, for all general fund purchases.
 - Purchases utilizing federal and local school funds over \$5,000 can be made with the PCard, without encumbering funds on a purchase order.

12.3.2 Who Should Have a PCard?

PCards may only be issued to State employees. The PHRST 6-digit Employee ID is required and is verified during enrollment. Organizations can request cards for those individuals who have a reasonable need (i.e., individuals who travel on official State business and/or individuals who make official State purchases). Only one PCard may be

issued per employee, regardless of the number of departments for which the employee will be making purchases.

The number of individuals who make official purchases should be kept to a minimum as dictated by Organization requirements and in accordance with each Organization's internal control policy. Segregation of duties standards for PCard usage, as defined in the PCard Internal Control Template ([PO012](#)), must be strictly enforced.

12.3.3 Steps for Enrollment

1. Organizations may enroll in the PCard Program by submitting the Organization's PCard Internal Control Policies and Procedures. The PCard Internal Control Template ([PO012](#)) may be used as a guide for the Organization's PCard Internal Control Policies and Procedures.
2. Organizations must designate the Organization PaymentNet 4 Coordinator and Back-up Coordinator, and the FSF PCard Coordinator, PCard Reconciler, PCard Approver, and AP Business Manager in the PCard Internal Control Policies and Procedures. The PCard Internal Control Policies and Procedures must be signed by the Organization Head/Director.
3. DOA reviews the PCard Internal Control Policies and Procedures and, when approved, a copy is returned to the Organization.
 - Internal Controls are required to be updated and submitted annually.
 - Changes made between annual reporting periods must adhere to Internal Control guidelines and ensure segregation of duties.
4. Employees must enroll online via the ARM application.

12.3.4 Card Issuance

The following process is applicable for the issuance of all PCards, including new cards and replacement cards.

1. JPMC Bank delivers the PCard to DOA within seven to ten business days of issuance.
2. DOA notifies the PCard Coordinator when the card is available for pick-up.
3. The Cardholder or PCard Coordinator emails the JPMC Credit Card Confirmation to DOA at p.card@state.de.us.

NOTE: DOA will mark the card as “null” if the JPMC Credit Card Confirmation has not been received within ten days of notification.

12.3.5 PCard Program Management

1. The ARM application is administered by DOA to promote accountability and to ensure adherence to policies and procedures.
2. Cardholders are assigned to profiles in PaymentNet 4. The Organization’s PaymentNet 4 Coordinator has a profile that provides access to view the activity of all cardholders within the organizational structure.
3. **Organizations must review the following annually (at a minimum).** The review is documented and signed by the PaymentNet 4 Coordinator or the Back-up Coordinator and maintained at the Organization for audit purposes.
 - Usage – frequency, spending patterns, etc.
 - Credit Limits – the Cardholder Status Report, in PaymentNet 4, may be used to identify cardholder account limits.

12.3.6 Reports

1. A printed Commercial Card Statement reflecting all cardholder transactions is furnished on a monthly basis to the cardholder’s Organization. Cardholders may view and download their personal Commercial Card Statement (with system access granted by the Organization).
2. The PaymentNet 4 Internet site (www.paymentnet.jpmorgan.com) offers secure reporting to cardholders and their PaymentNet 4 Coordinators, Back-up Coordinators, and anyone that has auditor access to PaymentNet 4. The use of the site is highly recommended and is a valuable Internal Controls tool. The site provides a list of available reports along with a description of the information provided in the reports. Users may view and download a variety of merchant, cardholder, transaction and administration reports to monitor and analyze program participation. The following are examples of how the standard reports can assist the user:
 - a. Transaction Reports:
 - **Transaction Detail Hierarchy** reporting summarizes the number of transactions and total dollar amount for each account and hierarchy level. It is used by the PCard Reconciler to reconcile accounts at the end of an accounting period.

b. Cardholder/Account Information Reports:

- **Cardholder Profile** enables PCard Coordinators to manage cardholder information. The report includes Cardholder Name, Address, Phone, E-mail, Accounting Codes, Account Status, Account Status Reason, Hierarchy Levels, Account Limits, Account Open and Close Dates, Last Transaction, and Expiration Dates.
- **Cardholder Status Report** enables PCard Coordinators to identify cardholder account limits and account status (e.g., Closed, Not Activated, or Active).

c. Administration Reports:

- **Unusual Activity Analysis** enables PCard Administrators to monitor unusual transaction activity and to determine if the transactions are business-related.

Ad hoc reporting is available for all users with virtually no lead time. These online demand reports may be saved within the user's own separate login and may be run at any time. PaymentNet 4 Coordinators and Back-up Coordinators may limit access to reports based on cardholders' security privileges.

12.4 Cardholder Responsibilities

12.4.1 Authorized Credit Card Use

1. The PCard is embossed with the cardholder's name and must **only** be used by the cardholder. The cardholder is responsible for all charges to the card. Organizations should refer to **Chapter 11 – Travel Policy** for more information regarding combining expenses on a PCard.
 - a. All travel arrangements **MUST** be booked on the traveler's card. Insurance coverage on VISA for traveling **ONLY** applies to the cardholder. See Section [12.1.1 Advantages of the PCard Program](#) for more information regarding the VISA benefits.
 - b. All items purchased "in person, over the counter" must be immediately available at the time of credit card use. The PCard shall not be charged for merchandise that must be back ordered for later delivery.

2. The PCard may be used only by authorized State employees and must **not** be used for personal or unauthorized purposes, in accordance with **Delaware Code Title 29 §5112** including:
 - a. Providing personal identification.
 - b. Purchasing alcoholic beverages or any substance, material, or service in violation of policy, law, or regulation.
 - c. Purchasing meals, travel, or entertainment, within the State of Delaware, or any expense not authorized for State business.
 - d. Paying for personal telephone calls/monthly service.
 - e. Splitting a purchase into multiple charges under \$5,000 to circumvent the limitations of the State Procurement Code.
 - f. Combining charges from several cards to circumvent the purchase limit assigned to any cardholder or limitations of the Delaware Code, State Accounting Policy, or an Organization's requirements.
3. The PCard may not be used to charge expenses for family members or others who may be accompanying the employee on official State business, even if the intention is to reimburse the State. Failure to comply with this policy may result in disciplinary action and/or dismissal.
4. A cardholder who intentionally makes unauthorized purchases or accidentally (carelessly) uses the PCard is liable for the total dollar amount of such unauthorized purchases. The cardholder is also subject to disciplinary action (including dismissal) and possible criminal action for intentionally making unauthorized purchases.

If a purchase was erroneously made using the State PCard, reimbursement information (a copy of the check, the Organization's deposit slip and the supporting detail on what is being reimbursed) must be provided to DOA within 5 business days of the date of notification or within 5 business days of receipt of the monthly statement, whichever occurs first. Failure to provide the reimbursement information within 5 business days may result in the withdrawal of the card.

12.4.2 Record Keeping

1. Whenever a PCard purchase is made, either over the counter, by telephone or Internet, an **itemized receipt** must be obtained as proof of purchase. The receipt must be legible, itemized (reflecting the good or service purchased),

and contain the vendor name, date of purchase, and price of each item. A receipt description, which only states “Miscellaneous” or “Merchandise” or only includes a vendor’s stock or item number, is not acceptable. Receipt documentation may be paper or electronic and must be provided to the Organization’s Reconciler within seven days of the transaction.

For travel, Budget and Accounting Policy requires that all travel documentation be submitted to the Organization’s Reconciler **within seven (7) business days** after the completion of travel, including all itemized receipts, the Travel Authorization Form ([AP006](#)) and a reconciliation of the estimated versus actual expenses. This action is required in order to document the expenses of the trip. The Travel Reconciliation Form ([AP009](#)) is provided as a tool for Organizations; however, Organizations may choose to use another form of reconciliation.

NOTE: The PCard must not be used for personal or unauthorized purposes. The purchase amount must be reimbursed by the employee, within 30 days of the transaction, if an itemized receipt is not provided or if a purchase is for personal or unauthorized purposes. A copy of the check and deposit slip should be filed with the monthly statement, and the traveler’s paperwork if the purchase pertains to travel, in case of an audit.

2. At the end of each billing cycle, a monthly Commercial Card Statement of Account is sent to each cardholder by JPMC Bank. The cardholder must check each transaction listed against the itemized receipts to verify the accuracy of the monthly statement. Itemized receipts should be attached to the monthly bill and kept until an internal audit is completed.
3. There are times when a cardholder is reimbursed for travel from an external/member organization. In these cases, the cardholder is responsible for notifying the coordinator that the reimbursement will be requested. When the reimbursement is received, it should be credited against the expenditures incurred for that specific trip. A copy of the check and deposit slip should be filed with the traveler’s paperwork in case of an audit. For more information on processing refunds/reimbursements to the State, reference **Chapter 9 – Receipt of Funds, Section 9.3.5 Refunds to the State.**

12.4.3 Disputed Transactions

If items purchased with the PCard are found to be faulty or in error, the cardholder is responsible for attempting to resolve the issue with the merchant as soon as possible. If the merchant has not replaced or corrected the item by the date the cardholder receives the monthly billing statement, the purchase of that item will be in dispute. Cardholders should contact their PaymentNet 4 Coordinator for assistance in resolving disputed items

with the merchant; however, the cardholder must call the merchant to resolve the dispute as the merchant will only discuss the transaction with the cardholder.

1. Cardholders can dispute any charges in question. Merchants should be the first point of contact for resolution.
2. If a particular transaction is disputed, the employee has 30 days from the end of the billing cycle to notify JPMC. JPMC will assist the employee in attempting to obtain reimbursement from the merchant.
3. Organizations should be made aware of all disputed transactions by the time the billing statement is available.

Note: If the dispute is not resolved with the merchant within 30 days from the end of the billing cycle, a PCard Change Request form ([PO003](#)) must be submitted to DOA via email to p.card@state.de.us.

12.4.4 Fraud

If a transaction appears on the JPMC monthly billing statement that is not recognized, it is considered fraud.

1. Cardholders must immediately call JPMC at 1-800-270-7760 to report the card lost or stolen. JPMC will issue a replacement card.
2. Cardholders must notify the Organization PaymentNet 4 Coordinator, Back-up Coordinator, or other approving official of the fraudulent transaction.
3. JPMC may require an Affidavit of Fraud be completed. If the affidavit is required, it must be faxed to the JPMC Fraud Department to the fax number located on the form.

12.4.5 Card Security

The cardholder must:

1. Safeguard the PCard and account number.
2. Ensure the card is **only** used for legitimate State of Delaware business purposes.
3. Maintain the card in a secure location at all times.
4. Adhere to the purchase limits and restrictions of the card.

5. Obtain all itemized sales slips, register receipts, purchasing card slips, and/or packing slips and provide the same to the Organization PCard Reconciler **within seven (7) business days of the transaction or completion of travel.**
6. Not accept cash, check, or a merchant credit for returned items in lieu of a credit transaction to the PCard account.
7. Be held responsible for all charges to the card.

Note: Unauthorized use of the card may result in the withdrawal of the card, disciplinary action, and/or dismissal.

12.4.6 Lost or Stolen Cards

In the event of a lost or stolen card, the cardholder must:

1. Immediately notify JPMC Bank at 1-800-270-7760 and advise the representative that the call pertains to a State of Delaware Visa PCard. Bank representatives are available 24 hours a day, 7 days a week. JPMC Bank will immediately deactivate the card and issue a replacement card, which is delivered to DOA within seven to ten business days.
2. Notify the Organization PaymentNet 4 Coordinator, Back-up Coordinator, or other approving official immediately during business hours or as soon as practical during non-business hours. The Coordinator must notify DOA.
3. Destroy a previously reported lost card that is subsequently found.

12.5 Organization Responsibilities

12.5.1 Authorized Credit Card Use

1. Organizations may place more stringent restrictions on card use.
2. Organizations must submit PCard Change Request forms ([PO003](#)) by 2PM daily to allow for real-time impact on card maintenance. New applications received by 2PM on Friday will be processed on the following Monday.
3. Organizations must monitor the dollar value, the number of transactions, and all other card activity on a regular basis.
4. Billing statement transactions must be reconciled within 30 days of the end of the transaction billing cycle, so as not to invoke the escalation process.

5. Travel Authorization Forms, receipts, logs, itineraries and invoices must be maintained for audit purposes.
6. Prior to issuing a PCard to an employee, the Organization must ensure the employee has been trained on and understands the Budget and Accounting Manual and the Organization's PCard Internal Control Policies and Procedures.
7. Organizations must have sufficient controls in place and routinely communicate with cardholders to ensure charges are not incurred that will exceed encumbered or available appropriations or other available funds for payment.
8. Organizations must notify DOA for loss or theft of a card or any indication of fraud, misuse, or negligence. See Section [12.4.1 Authorized Credit Card Use](#) for more information regarding the disciplinary action that may be taken.

12.5.2 Disputed Transactions

1. If a disputed transaction is not resolved with the merchant, the Reconciler must identify the disputed item and "flag" the transaction as disputed in FSF.
2. Disputed transactions must be submitted to Division of Accounting for processing.
3. The Organization's Reconcilers ensure transactions are reconciled and disputes and credits are handled in a timely manner.
4. Debits/Credits/Chargebacks must be reconciled with the same coding. Do not use a Purchase Order when coding disputed transactions debits and credits.
5. A PCard Change Request form ([PO003](#)) is required for all billing errors and disputed items.
6. Payment must be made in full to JPMC (via DOA), including payment for disputed transactions. Once the dispute is resolved, a credit may be issued and reflected on the JPMC monthly billing statement.

12.5.3 Fraud

1. The Organization's Reconciler must "flag" the transaction as fraud in FSF.
2. Organizations must notify DOA that the card was reported lost or stolen due to fraud. A list of the fraudulent transactions and a copy of the JPMC Affidavit of Fraud, when required by JPMC, must be submitted to DOA via email to p.card@state.de.us.
3. All types of fraud must be reported:
 - a. External Fraud, also known as third-party fraud:
 - Unauthorized transactions
 - Purchases made with a lost, stolen or counterfeit card or stolen account information
 - b. Internal Fraud, also known as employee misuse:
 - Transactions outside the parameters of the Organization policy
 - Purchases made for personal gain

12.5.4 Card Security

Organizations must:

1. Develop and follow PCard Internal Control Policies and Procedures.
2. Appoint and monitor activities of all PCard personnel.
3. Keep cards secure. Any cards not used on a frequent basis should be categorized with a "Null" Profile in PaymentNet 4, until needed.
4. Monitor activity, reconcile, approve, and allocate transactions for the Organization's individual cardholders.
5. Reconcile card activity on a regular basis and in a timely manner.

12.6 Division of Accounting Responsibilities

1. DOA will purge cards from PaymentNet 4 that have had no activity for 18 months.
2. DOA will provide the spending limits and available credit to the Organization on an annual basis. The Organization must inform DOA if the spending limits should remain the same or if any need to be modified.
3. DOA will perform an annual review of the documented Organization's PCard Internal Control Policies and Procedures.
4. Disputed Transactions:
 - a. DOA submits a Change Request for the disputed items into PaymentNet 4 and populates the necessary information regarding the dispute. The dispute notification is automatically emailed to the JPMC dispute resolution department.
 - b. DOA verifies the dispute and accompanying credit are received for reconciliation and audit purposes.
 - c. DOA monitors the progress of the disputed item(s) until resolved.
 - d. DOA assists Organizations to resolve the disputed item in a timely manner, as needed.

12.7 Billing and Reconciliation

1. JPMC Bank submits a monthly billing invoice the day after the close of the billing cycle (the Statement Date) into the State's financial management and accounting system for payment of all charges made against the PCards. DOA pays the JPMC Bank statement within five calendar days from the Statement Date.
2. State Organizations process PCard transactions daily in FSF to reimburse DOA for funds used to pay JPMC Bank.
3. Each transaction made on a PCard requires the assignment of a chartfield string or the designation to a specific purchase order and category code.
4. Organizations are required to reconcile and approve the daily transactions in the State's financial management and accounting system against the cardholder receipts, within 30 days of each billing date.

5. Purchase order numbers for purchases exceeding \$5,000 are required for transactional details within the State's financial management and accounting system. When using the purchase order details, all the chartfield requirements and category codes default into the specified fields. The purchase order must be established before the transactions are incurred with the merchant. For additional information regarding when a purchase order is required, reference **Chapter 7, Section 7.2 Obligating Funds**.
6. DOA monitors the billing process to ensure timely compliance, using an escalation process. However, if Organizations do not comply with timely payment and reconciliation of PCard transactions in the State's financial management and accounting system, then card usage may be revoked. The responsibility is as follows:

PCARD TRANSACTION RECONCILIATION ESCALATION TIMELINE				
DAYS AFTER BILLING CYCLE END DATE	NOTIFICATION ISSUED TO THE ORGANIZATION BY:			
	DOA PCard Team	DOA PCard Admin	DOA Management	Secretary of Finance
31	X			
45		X		
55-75			X	
>75				X

12.8 Cardholder Separation/Transfer

1. Employees separating from State employment must surrender the PCard and all receipts to the Organization's appropriate PCard personnel or other approving official, prior to separation from State employment. Upon notification of employee separation, the Organization PCard personnel must notify DOA, by email, to immediately close the card account.
2. Employees transferring to another State Organization must have their account closed, their log-on deactivated, and the card collected and destroyed. The gaining Organization will request a new card, if needed. This process allows cards to be uniquely identifiable to the employee and the Organization, and allows the billing statement and the State's financial management and accounting system to properly reflect the purchasing activities of each Organization, proxies, and default distribution.
3. Employees transferring within the same Organization can keep the card; however, a change request must be submitted to update the default distribution and proxies.